

Clerical and Office Branch
Office Supervision,
Customer Service Series

CLERICAL SUPERVISOR

05/93

Summary

Under general supervision, supervises and coordinates the work performed by employees engaged in diverse clerical duties, including customer service, to insure the proper processing of official and legal documents; performs related duties as required.

Typical Duties

Assign and evaluate work of clerical personnel engaged in typing, information entry, bookkeeping or other clerical work; prepare periodic evaluations of performance; train and develop employees; keep records on attendance, conduct and performance of subordinates; enforce personnel rules and regulations and standards of conduct and work attendance.

Insure the proper processing of official and legal documents in compliance with all applicable legal requirements; distribute, maintain custody and verify the use of controlled documents and forms used for official or other purposes to avoid improper use which may have an adverse impact upon citizens.

Receive the public and answer questions from employees, citizens and others on city policies, procedures; researches and responds to complaints; determines the cause of errors and corrects or refers to appropriate person for adjustment; recommends methods for eliminating errors.

Maintain general office records and detailed productivity records; compose, type, and edit correspondence, reports, memoranda, and other material; makes recommendations in the development of intra-departmental policies and procedures; may assist with budgetary or other administrative tasks; may coordinate maintenance and repair of section office equipment.

Operate office equipment such as typewriters, calculators/adding machines and computer terminals.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and four years of diversified responsible office clerical experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of office practices and procedures; good knowledge of English, grammar, and arithmetic; good knowledge of filing systems and methods; good knowledge of automated data entry and retrieval systems, good knowledge of the use and care of common office equipment such as typewriters, calculators, duplicating and microfilming equipment; some knowledge of accounting principles and practices.

Ability to plan, assign and supervise the work of others; ability to understand and interpret rules and regulations; ability to enforce established procedures, policies, rules and regulations; ability to communicate effectively verbally and in writing; ability to maintain effective working relationships with fellow employees, officials and the general public; ability to research data and extract pertinent information; ability to prepare reports and maintain records; ability to perform arithmetic calculations.

Director of Personnel

Department Head